

California Public Utilities Commission  
Consumer Service and Information Division

**Energy Industry**  
**Consumer Contacts - Total Presented by Company and Category**  
**January 2016**

Consumer contacts to CAB customarily concern individual Utility Companies. The following table reports the contacts received by CAB regarding individual Companies in the Energy Industry during the month of **January 2016**, broken down by the type of the contact (i.e. Category).

**Table 1 - Energy Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Billing			Not Regulated - No Jurisdiction			Policy & Practices			Public Purpose Programs			Rates			Service			Unknown/ Pending Assignment			Grand Total
		Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	
GAS907	Avist Corporation	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
ELC913	Golden State Water Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1
ELC998	Lancaster Choice Energy	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	126	55	181	28	9	37	18	22	40	6	3	9	12	9	21	66	14	80	-	2	2	370
ELC901	Pacificorp	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	8	7	15	1	2	3	1	1	2	4	1	5	1	-	1	4	2	6	-	-	-	32
ELC338, GAS338, MUL338	Southern California Edison Company	171	44	215	13	5	18	4	6	10	2	2	4	6	3	9	45	12	57	-	-	-	313
GAS904	Southern California Gas Company	62	52	114	8	2	10	5	11	16	-	1	1	2	3	5	38	28	66	-	-	-	212
GAS905	Southwest Gas Corporation	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	4	1	5	-	-	-	6
GAS913	Tiger Natural Gas, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
	<b>Total</b>	369	159	528	50	18	68	29	40	69	13	7	20	21	15	36	158	57	215	-	2	2	938